

Admissions Complaints- Common Awards Programmes (Validated by Durham University)

1. Definitions

This guidance relates to **admissions** complaints only relating to admission to any Common Awards academic programme delivered by Queen's Foundation, Birmingham. The term '**admissions complaint**' is used to describe a specific concern regarding a procedural error, irregularity or mal-administration in admissions policies or procedures.

Durham University and Queen's Foundation do not permit **admissions appeals** (an appeal against an admissions decision outcome), this guidance relates to admissions complaints only.

2. References

- UK Quality Code for Higher Education Chapter B2, Recruitment, Selection and Admission to Higher Education.
- Queen's Foundation Admissions Policy and Accreditation of Prior Learning (APL) Policies.
- University of Durham regulation: University's Admission Regulations (including the Regulations for Admission (Undergraduate), 12, and the Regulations for Admission (Postgraduate), 16).

3. Stages of the Process:

LEVEL 1: Investigation of the complaint by Queen's Foundation
STAGE 1: Informal resolution
<ul style="list-style-type: none"> ▪ Applicants who have a complaint to make should raise it as soon as possible with the Academic Registrar Katherine Onion (admissions@queens.ac.uk) and no more than 28 days after the event unless there is good reason for the delay. ▪ At the conclusion of any informal resolution attempts, the applicant will be informed of the formal complaint procedure and deadline for submitting a formal complaint. ▪ Formal complaints should be addressed to the Principal David Hewlett and sent via PA Anjana Parmer (a.parmar@queens.ac.uk).
STAGE 2: Formal resolution
<i>The formal stage will be instituted only when the informal procedures have been exhausted and the complainant remains dissatisfied.</i>



- When a complaint moves to stage 2 then an investigating officer who is not connected with the admissions process will be appointed by the Principal.
- The investigating officer will review the admissions complaint in relation to the administration of the Queen's admissions policies and procedures. The complainant may be requested to provide evidence of communications or other items or attend an interview with the investigating officer to discuss the detail of their complaint.
- The investigating officer will produce a report making recommendations either for resolving the complaint with mediation, upholding the complaint and issuing instructions as to how the complaint must be addressed, or dismissing the complaint with reasons.
- A letter will be sent to the complainant informing them of the outcome and also how the complainant may request that the decision is reviewed by Durham University if they are still unsatisfied.

LEVEL 2: Referral to the University of Durham

STAGE 3: University review

- If the complainant remains dissatisfied once Queen's informal and formal procedures are exhausted, the complainant must be informed of their right to request a review by the University.
- The University will determine whether to review the admissions complaint to ascertain whether the Queen's admissions policies and processes had been implemented correctly and will contact both Queens' and the complainant to gather evidence.
- If procedural irregularities are identified, the complaint might be referred back to the Queen's for further review.
- The University of Durham will inform both the complainant and the Queens foundation of the outcome. If the University of Durham dismisses the review there shall be no further opportunity for the complainant to be pursued within the University.
- Both Queen's Foundation and Durham University subscribe to the Office of the Independent Adjudicator, however this body does not look at admissions decisions so no referral to this agency can be made by the complainant.

Queen's Review

- If procedural irregularities are identified by Durham University, the complaint might be referred back to the Queen's for further review.
- Queen's will repeat stage 2 focussing on the issues identified by Durham University and respond to the complainant accordingly.